



### Program Description

The Police Department has the following primary responsibilities:

- Protection of the lives and property of all citizens.
- Preservation of the peace.
- Prevention of crime and disorder.
- Identification and prosecution of violators of the law.
- Plan for and supervision of public safety at special events, parades, elections, etc.
- Response to and management of all critical incidents and emergencies.
- Support of regional and national homeland security strategies.
- Collaboration with community stakeholders to creatively address quality of life concerns and the fear of crime.
- Protection of the individual rights of all persons within the Town of Arlington.

#### The Police Mission:

To promote, preserve, and deliver quality services and to ensure the safety of **ALL** members of our community.

#### Our Values:

This mission is a commitment to quality performance from all members. It is critical that all members understand, accept, and be aligned with the responsibilities established by this mission. It provides the foundation upon which all operational decisions and organizational directives will be based. Directives include rules, regulations, operating policies, procedures, and practices.

This mission represents the commitment of this administration to the concepts of quality performance management. In other words, members are expected to work consistently in a quality manner in the daily performance of those duties, job responsibilities, and work tasks associated with this mission. Quality manner means that performance outcomes comply with the performance standards established for the Arlington Police Department and for each associated member.

### Program Description (cont.)

Examples of performance standards include the oath of office, code of ethics, rules, policies, procedures, directives, general and supervisory orders, work productivity, and behavior.

Each member is required to accept the responsibility for the achievement of this mission and publicly register his or her commitment to it and to the concepts of quality service.

#### PROGRAM COSTS

	FY2019 Actual	FY2020 Budget	FY2021 Request	FY2021 Town Mtg.
<b>Police</b>				
Personnel Services	7,519,229	7,714,428	7,864,062	
Expenses	661,470	713,070	714,070	
<b>Total</b>	<b>8,180,698</b>	<b>8,427,498</b>	<b>8,578,132</b>	<b>-</b>

#### STAFFING

	FY2019 Actual	FY2020 Budget	FY2021 Request	FY2021 Town Mtg.
<b>Police</b>				
Chiefs	1	1	1	
Captains	3	3	3	
Lieutenants	6	6	6	
Sergeants	9	9	9	
Police Officers	49	49	50	
Parking Control Officers	2.7	2.8	2.8	
Animal Control Officer	1	1	1	
Social Worker	0.5	0.5	0.5	
Dispatchers	10	10	10	
Clerical	4.31	4.31	4.29	
<b>Total</b>	<b>86.46</b>	<b>86.59</b>	<b>87.57</b>	

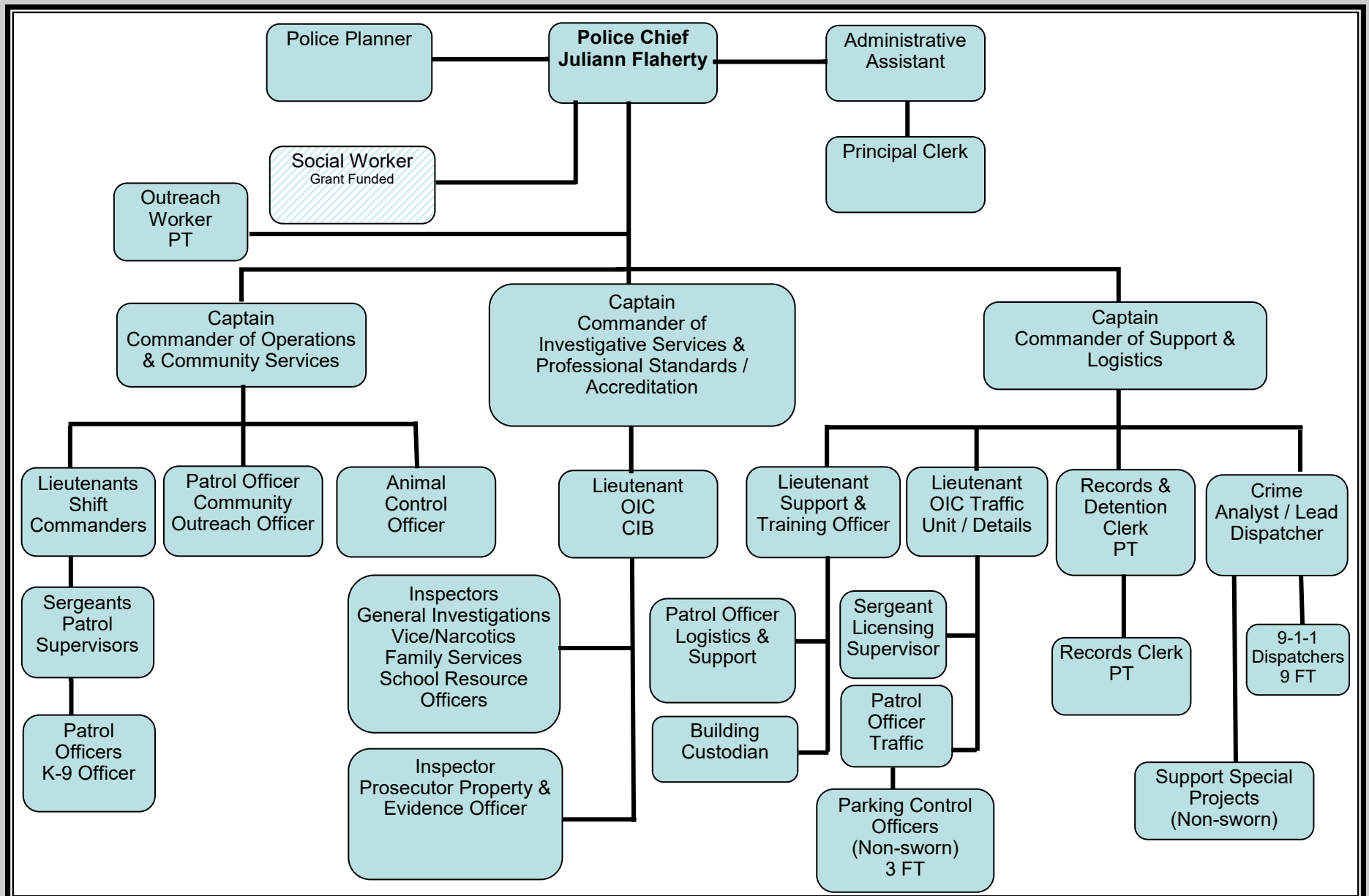


## Budget Statement

The Department consists of the following divisions and work units:

- **Support Services Division**
- **Community Services Division (Patrol)**
- **Professional Standards and Accreditation Unit**
- **Criminal Investigation Bureau**
- **Traffic and Parking Unit**
- **Animal Control Officer/Animal Inspector**
- **Jail Diversion Program**

These divisions are funded with a level service budget. There is an additional patrol officer who will serve as a second School Resource Officer.



**FY2021 Objectives**

The Community Services Division patrols all sectors of town, identifying and preventing criminal activity, and maintains a police presence to serve as a deterrent of crime. The members of this division also serve as initial investigators and first responders to all critical incidents and administer all programs aimed at developing partnerships and problem solving in the community.

- Provide Professional Services to all citizens while working to minimize the fear and negative perception associated with crime.
- Meet with neighborhood groups, business owners, and property owners to address the quality of life issues that arise throughout the town.
- Host a fifth class of the Citizens Police Academy to educate and engage residents.
- Enforce town by-laws aimed at controlling physical disorder such as abandoned vehicles, discarded trash, and graffiti.
- In partnership with the Arlington Housing Authority, utilize the new Life and Skills building to build relationships with residents of Menotomy Manor.
- Partner with the Human Rights Commission, Rainbow Commission, and Disability Commission to enhance partnerships with all members of the community.
- Offer programs for women in self-defense education using the RAD (Rape, Aggression, Defense Systems) Model.
- Provide education at community meetings around strengthening home security and deterring crime through target hardening strategies.
- Host community outreach events including "Coffee with a Cop," "Pizza in the Park," movie nights, and other events to improve police community relationships and partnerships.
- Work with Arlington Public Schools to manage security of Arlington High School throughout construction and phasing.
- Work with consultants from Visions, Inc. to adopt recommendations from FY2020 assessment and study around diversity and inclusion of the Arlington Police Department
- Host a Town Hall Event in partnership with the Anti-Defamation League, Health and Human Services, Arlington Human Rights Commission, and Arlington Public Schools to educate and bring awareness to the community around concerns of Hate Crimes and Hate Incidents.

**Major Accomplishments for 2019**

- Maintained the priorities of effective law enforcement response for all calls for service.
- Utilized data gathered and analyzed by the department's crime analyst to reduce crime, enhance roadway safety, and address quality of life issues.
- Increased the use of the bicycle fleet by patrolling the Minuteman Bikeway and recreational parks in town, allowing the department to enhance community policing efforts and engage the community.
- Developed and hosted our fourth Citizens Police Academy. The program is designed to give community members a better understanding of law enforcement and how police officers work in the community.
- Hosted six successful Coffee with a Cop events at local businesses to engage the citizens we serve and break down barriers between officers and community members.
- Partnered with the Greater Boston Regional Critical Incident Stress Management Team to provide peer support and counseling to officers who have experienced traumatic events or were affected by loss.
- Attended monthly Veterans Breakfasts at Brightview Senior Living.
- Partnered with Recreation and Health and Human Services for Health, Recreation, Cops (HRC) Camp where we educate, mentor, and build relationships with Arlington's youth.

# Fiscal Year 2021 Budget



## Police Department Community Services Division

Performance / Workload Indicators				
Community Services (Patrol)	FY2017 Actual	FY2018 Actual	FY2019 Actual	FY2020 Estimated
Robbery	7	6	5	6
Burglary	44	72	35	50
Rapes	7	6	4	5
Motor Vehicle Theft	20	9	6	12
Larceny	204	223	231	219
Shoplifting	32	24	24	27
Assaults	124	107	90	107
Assault and Battery on a Police Officer	5	4	0	3
Criminal Arrests	114	131	107	117
Criminal Summons	103	75	81	86

Performance / Workload Indicators				
Dispatch	FY2017 Actual	FY2018 Actual	FY2019 Actual	FY2020 Estimated
Calls For Service	31,792	30,587	29,032	30,470



### FY2021 Objectives

**Professional Standards & Accreditation Unit** is responsible for preventing employee misconduct, conducting all internal investigations, and the development and implementation of departmental rules and regulations. The unit is also responsible for ensuring compliance with state standards and police accreditation

- Prepare for 2020 tri-annual accreditation by the Massachusetts Police Accreditation Commission, Inc.
- Make best use of accreditation software program in an effort to take full advantage of the effective maintenance of standards, crucial documents, training, and assignments.
- Update policies and procedures to reflect changes in Federal Laws, Massachusetts General Laws, Municipal Law Enforcement, municipal bylaws, and as required by the Massachusetts Police Accreditation Program.
- Supervise the Community Prescription Drug Take Back Program at Arlington Police Department with the goal of developing new ways to get unwanted medications out of homes such as scheduled home visits and Senior Center events.
- Expand on programs that focus on our most vulnerable population including homeless, those suffering from substance use disorder, and behavioral health concerns.
- Focus on early intervention with the goal of eliminating absenteeism, poor work performance, and misconduct through officer wellness programs, employee training, and supervisor leadership training.

### Major Accomplishments for 2019

- Continuous dedication to remain in compliance with the standards and mandates set forth by the Massachusetts Police Accreditation Commission (MPAC) for a fully accredited law enforcement agency.
- Unwavering commitment to the Arlington Opiate Outreach Initiative and its goal of reducing opiate overdoses and the stigma associated with addiction in our community.
- Developed new policies to proactively navigate the department through new and challenging issues that face law enforcement, our community, and personnel including Use of Force and De-escalation policy.
- Educated personnel in new departmental policies, procedures, and accreditation standards.
- Assisted Massachusetts Police Accreditation Commission in assessing various departments throughout the state for certification/accreditation compliance.
- Conducted comprehensive audit/inventory of all evidence and property held by the Arlington Police Department.
- Worked with those suffering from mental health conditions through our Jail Diversion Program and Mental Health/Law Enforcement Learning Site which has been recognized nationally.
- Secured grant funding to provide Rapid Housing for seven Unsheltered/Homeless individuals within the community.
- Conducted weekly outreach to provide services to our homeless population.



### FY2021 Objectives

**Criminal Investigations Bureau** is responsible for the follow up investigation of all crimes. The Bureau's goals include the protection of persons, the identification, apprehension and successful prosecution of criminal offenders, the recovery of property, and the prevention of crime through hard work, perseverance, and the use of the most modern forensic technology.

- Assign an Inspector to follow-up on all criminal complaints filed by the patrol division and those complaints filed with the department's online report writing system, where residents are able to complete a report on our town website for certain categories of incidents.
- Continue to address controlled substance use by assigning Arlington detectives to both the Drug Enforcement Agency (DEA) at the Federal level, and the Suburban Middlesex Drug Task Force (SMCDTF) at the local level.
- Work in partnership with Communities for Restorative Justice (C4RJ) to offer offenders and victims of crime an alternative to the traditional criminal court through participation with C4RJ.
- Work in partnership with the Arlington Youth Health Coalition to address juvenile related issues.
- Identify and address High Risk Domestic Violence situations by working with our partners and stakeholders in the towns' FIRSTSTEP Program and our regional partners at Cambridge Arlington Belmont High Risk Assessment Team (CABHART).
- Work with the town to coordinate the opening and monitor compliance of two recreational marijuana shops.

### Major Accomplishments for 2019

- Investigated over 900 reports of criminal activity.
- Participated in multi-jurisdictional drug task force investigations, which resulted in numerous arrests and indictments. Detectives assigned participated in numerous search warrants, which resulted in heroin, fentanyl, cocaine, methamphetamine, and other controlled substances being seized.
- In partnership with The Arlington Youth Health and Safety Coalition, conducted alcohol compliance checks at all the restaurants and liquor store establishments holding alcohol licenses.
- Participated in the destruction of over 1,200 lbs. of prescription medication collected through the combined efforts of the Drug Take Back Kiosk located in the Police Station Lobby and the Drug Take Back Event.
- Identified and arrested one suspect involved in an Arlington bank robbery.

### Performance / Workload Indicators

	FY2017 Actual	FY2018 Actual	FY2019 Actual	FY2020 Estimated
Licenses to Carry/FID	253	188	267	236
Missing Persons Investigations	452	421	236	370
Domestic Violence	241	236	192	223
Criminal Investigations	1,644	1,414	1,260	1,439
Level 2 & 3 registered Sex Offenders monitored	15	15	16	15



### FY2021 Objectives

**Traffic & Parking Unit** is responsible for safety education and enforcement of all laws relating to traffic and parking within the Town of Arlington. This unit also represents the Arlington Police Department on the Transportation Advisory Committee.

- Expand the Traffic Unit capacity by assigning sworn personnel and increasing the hours of operation to cover both the day and night shifts.
- Use high-visibility enforcement to improve operator compliance and reduce motor vehicle crashes.
- Reduce the number of injuries due to motor vehicle crashes by enforcement and education of seatbelt laws.
- Increase bicycle and pedestrian safety through education and enforcement. Extra patrols to be funded through the Massachusetts Executive Office of Public Safety and Security (EOPSS) Traffic Safety Grants related to Impaired Driving, Speeding, Distracted Driving, and Occupant Protection.
- Increase parking enforcement in the business districts without parking meters to ensure vehicle turnover and availability of customer parking.
- Work with and support the Town Manager's Office and the Select Board's Office work on parking, traffic, and other quality of life issues affecting the community.
- Work with the Transportation Advisory Committee (TAC) on various transportation related projects to include sustainability initiatives and the East Arlington Dedicated Bus Lane (BRT) Project.
- Continue to collect traffic data, including vehicle speeds, volume, and/or classification, as requested, to improve roadway conditions.
- Maintain collaborations with outside agencies such as MASSDOT (Safe Routes to Schools, Highway Safety Division, etc.), and AAA.
- Conduct community outreach on all traffic related matters.
- Update electronic ticket writing equipment to accommodate new technologies including pay by plate, pay by space, and pay by phone.
- Work with our community partners in DPW, public utilities, and private contractors to ensure traffic and pedestrian safety on upcoming infrastructure improvements.

### Major Accomplishments for 2019

- Participated in MASSDOT Highway Safety Division Bicycle and Pedestrian Safety Grant Providing education and enforcement opportunities at major intersections throughout town.
- Conducted multiple traffic counts in various locations in town providing valuable feedback to other government entities and neighborhood groups. This data has proved valuable for several infrastructure improvements made in the area of 1427 Massachusetts Avenue, where multiple pedestrian crashes had occurred.
- Instructed class on Traffic Safety at the Citizens Police Academy giving students an overview of traffic and parking laws, safety programs, and LIDAR/radar demonstrations.
- Partnered with AAA on projects such as the School Safety Patrol and testifying at the State House in support of various traffic-related legislative bills.
- Members of the traffic unit provided testimony at the State House on behalf of Massachusetts Major City Chiefs Association for traffic related legislative bills to prevent repeat OUI offenders.
- Assisted in the implementation of the MBTA BRT Project in East Arlington by providing feedback regarding signage, enforcement, and monitoring for success.

### Performance / Workload Indicators

	FY2017 Actual	FY2018 Actual	FY2019 Actual	FY2020 Estimated
<b>Traffic</b>				
Hackney Licenses Issued New	15	10	6	10
Parking Violators	18,174	18,191	17,425	17,930
Moving Violations	3,106	2,325	1,657	2,363




**FY2021 Objectives**

**The Animal Control Officer/Animal Inspector** enforces all laws relating to control and care of animals, investigates reports of animal cruelty, facilitates conflict resolution pertaining to animal complaints, investigates animal bites, quarantines animals that have bitten or have been bitten by an unknown source, and provides education and assistance with domestic and wild animals.

- Work with departments throughout Arlington to promote animal health and safety through educational programs, social media posts and community engagement.
- Work with school and youth groups to offer educational programs with the goal of creating ongoing long-term learning and kindness for animals.
- Assess the needs of low income and elderly pet owners for rabies vaccines and/or spay/neuter services. Provide vouchers for no cost spay/neuter services under the Commonwealth's Massachusetts Animal Fund.
- Work closely with the Parks Department and Board of Health in areas of canine control, hoarding, zoonotic disease, and rabies control.

**Major Accomplishments for 2019**

- Held multiple low cost rabies vaccination clinics for both residents and non-residents.
- Supplied appropriate residents access to assistance programs for low cost or free spay/neuter.
- Conducted multiple interviews with local media outlets to educate the public on the safety and behavior of domestic and wild animals.
- Contributed animal related postings to the Animal Control social media channels to increase awareness, educate, and assist in reuniting lost pets with their owners.
- Partnered with the council on aging to recruit retired Veterans to drive injured animals to Tufts Wildlife Center.
- Worked with the board of health to provide chicken coop and dog kennel inspections.
- Developed new system for reporting lost pets.
- Hosted youth groups such as Girl Scouts, Boys Scouts, Brownies, and Daisies to provide education regarding animals.
- Donated "A Day of Falconry" to support Arlington EATS at a silent auction. The donation ultimately provided 1,900 meals.
- Hosted coyote information sessions at the Arlington Town Hall for over one hundred residents.

**Performance / Workload Indicators**

	<b>FY2017 Actual</b>	<b>FY2018 Actual</b>	<b>FY2019 Actual</b>	<b>FY2020 Estimated</b>
<b>Animal Control</b>				
Animal Complaints	552	527	538	539
Humans Bitten/Scratched by Dogs	17	17	10	15

**FY2021 Objectives**

- Respond to the Arlington Public Schools to provide crisis assessment, crisis counseling, outside referral, and involuntary commitments to hospitals emergency departments, as needed.
- Work with Arlington's homeless population through outreach initiatives and other collaborative interventions.
- Provide requested technical assistance to other law enforcement agencies and departments through the Police Assisted Addiction and Recovery Initiative (PAARI) and the Mental Health Learning Site status.
- Respond with patrol officers to provide crisis intervention and evaluations to Arlington residents in emergency situations. Assist officers with residents who are in need of urgent mental health services.
- Identify and provide alternatives to arrest and criminal prosecution for persons suffering from mental health and substance use issues.
- Coordinate the Opiate Outreach Initiative through our two-pronged approach of:
  - Follow up with persons who have overdosed in the community and provide outreach to known substance users identified by patrol officers, the Criminal Investigative Bureau, and Drug Task Force.
  - Continue to host Arlington ACTS (Addiction Community Training and Support) monthly meetings and special events where residents can be trained to administer the lifesaving drug, Narcan.

**Major Accomplishments for 2019**

- Provided twelve hours of Arlington Police Departments Jail Diversion Program Training to five out of state departments as a designated Law Enforcement Mental Health Learning Site.
- Provided six hours of mental health training to firefighters at Arlington Fire Department.
- Hosted NARCAN Night and presented Arlington Opiate Overdose Training to 50 community members.
- Placed seven unsheltered persons formally living in encampments and other areas of town into permanent housing.
- Trained staff at six group homes in town on our Opiate Outreach Model.
- Co-founder of the Arlington Human Networks Group, which are stakeholders that meet monthly to discuss at risk individuals and better assist with connecting them to the appropriate resources.
- Decreased the number of overall opiate overdoses through outreach, training, and increased resident and family engagement.



## FY2021 Objectives

- Recruit, hire, and train new police officers in accordance with the Municipal Police Training Committee (MPTC) standards.
- Expand emergency dispatch technology and training using grant funding and resources.
- Partner with Middlesex County Sheriff's Office to provide advanced firearms training through digital scenarios and simulations using de-escalation skills.
- Strengthen work zone safety partnerships with the Arlington DPW and engineer's office for continued accident and injury free work zone safety sites.
- Expand social media with more followers by targeting community members, business owners, and school departments (focusing on town events, town sporting events, and school events) and by posting more real time photos.
- Complete the upgrade of radio consoles in our dispatch center, police officer portable radios and antenna infrastructure using appropriated capital funds.
- Implement Inforce 911, a school safety and threat alert and notification software solution.
- Partner with Arlington Rainbow Commission to facilitate an overall open relationship between the LGBTQIA+ Community and the Arlington Police Department.

## Major Accomplishments for 2019

- Hired and trained two fulltime police officers.
- Processed 11 Hackney Licenses, 64 Solicitors Licenses, and 167 Firearms Licenses.
- Recruited, hired, and trained one new Public Safety Dispatcher.
- Partnered with Arlington High School to offer an intern program to two senior students who are interested in the criminal justice and law enforcement field. The program gives students an opportunity to earn school credits while learning all aspects of how the Arlington Police Department functions.
- Transitioned to State 911 Department's Wireless Direct Program, which reduces the amount of time to prompt emergency response by sending 911 emergency calls directly to Arlington Dispatch instead of a third party call taker.
- Implemented "Text to 911" in accordance with Massachusetts State 911 mandates, which enables residents, who are not able to dial and speak to dispatch, the ability to text short messages to the 911 call center and communicate with a dispatcher.
- Partnered with outside agencies to strengthen our commitment to the implementation of the concepts of 21<sup>st</sup> century policing including practicing procedural justice and building police legitimacy and transparency.
- Implemented ICAT (Integrating Communication, Assessment, and Tactics), a use-of-force training guide designed to fill a critical gap in training officers in how to respond to volatile situations in which subjects are behaving erratically and dangerously.
- Purchased, distributed and trained with new firearms purchased with capital funds.
- Partnered with the FBI to train all sworn officers in Active Shooter Training using the ALERRT (Advanced Law Enforcement Rapid Response Training) Model to train for response to critical active shooter incidents in schools and in the community.
- Officers attended Implicit Bias Training provided by Harvard University.
- Partnered with The Rainbow Commission to bring the MaeBright Institute to APD for training titled "Working with LGBTQ+ Community."



### Program Description

The Arlington Fire Department's primary functions are the prevention of fire, preservation of life and property, and the overall wellness of the community. These functions are achieved through code enforcement and inspections. Being an all-hazards service, the department will respond to and mitigate any emergency to which our customers request our assistance. Planning for local emergencies, whether natural (i.e., hurricanes) or manmade (i.e., terrorist events), has become an integral component of this department's yearly mandate. The Fire Department is dedicated to the health of our community. Our FF/EMT's respond with both an ambulance and the closest fire apparatus to assess and mitigate all medical emergencies. Community education, such as the Student Awareness of Fire Education Program (SAFE), and the Juvenile Firesetters Intervention Program (JFIP) helps us contribute to the wellness of our customers.

The Department is broken down into two Divisions, Suppression and Operations. Suppression, or line personnel, are the 74 firefighters and officers tasked with responding to emergency calls, public education, inspections of property, drills, training, pre-fire planning, and the daily maintenance of the Department buildings, apparatus, and equipment. The Operations Division is made up of the three Fire Officers assigned to day shifts and mainly oversees Fire Prevention, Training, and EMS. The Fire Prevention Deputy oversees building inspections, code compliance, permitting, school safety, public education, and interaction with public vendors, contractors, and citizens. The Training Captain is responsible for all Departmental training both internal and external. He oversees and coordinates company training and certifications. He is also responsible for all apparatus, protective gear, and equipment inventory, and serves as the Keeper of Records. The EMS Captain is responsible for training, maintaining, and certifying all Department Emergency Medical Technicians and Paramedics, and is responsible for all EMS licensing, vehicle certification, and inventory of EMS equipment and supplies.

### STAFFING

Fire	FY2019 Actual	FY2020 Budget	FY2021 Request	FY2021 Town Mtg.
Chiefs	1	1	1	
Deputy Chiefs	5	5	5	
Captains	7	7	7	
Lieutenants	15	15	15	
Firefighters	50	50	50	
Professional/Technical	2	2	2	
Clerical	1	1	1	
<b>Total</b>	<b>81</b>	<b>81</b>	<b>81</b>	

### Budget Statement

The Fire department is currently staffed at 80 personnel. It is budgeted for 81 personnel. In FY21 there will be 74 personnel assigned to suppression duty, 3 assigned to staff duty, 2 mechanics, 1 administrative assistant, and 1 Chief of Department. We anticipate no retirements in FY21.

### FY2021 Objectives

- Continue to provide programs such as the Fire Investigation Unit, Junior Firesetter Intervention Program, Vial of Life, and Student Awareness Fire Education (SAFE).
- Expand the SAFE program to educate middle school students on the dangers of vaping, alcohol, and drugs. Use SAFE funding for more programs for seniors.
- Continue with annual Fire and Life Safety Inspections of commercial properties.
- Implement online scheduling of smoke detector inspections for sale of homes.
- Change the frequency and types of annual inspection to include High-rises, Mercantile, Schools and Places of Assembly.
- Purchase new frontline ambulance to replace 2013 Ford Horton.
- Oversee Fire and Life Safety planning of the new High School.
- Ensure is compliance with newly adopted OSHA requirements.

**FY2021 Objectives (cont.)**

- Train with the Arlington Police Department, local and State agencies, and private partners to implement an ASHER, Active Shooter/Hostile Event Response, coordinated incident plan.
- Continue to identify opportunities for the improvement / streamlining of department processes.
- Continue to look for and promote existing collaborative efforts with other departments such as the CPR training of School and Town employees and supporting Health and Human Service's Homeless Outreach programs.
- Research and secure alternative sources of funding to continue smoke/carbon monoxide detector program for Seniors.

**Performance / Workload Indicators**

	FY2017 Actual	FY2018 Actual	FY2019 Actual	FY2020 Estimated
<b>Fire Department</b>				
Emergency Calls	5,214	5,562	5,150	5,300
Rescue Response	3,174	3,408	3,272	3,300
Overlapping Calls	1,366	1,643	1,282	1,400
Private Ambulance ALS/BLS	1,278	1,318	1,179	1,200
Average Response Times	3m 15sec	3m 17sec	3m 15sec	3m 15sec
Average Time Rescue Calls	37m 15sec	31m 53sec	31m 41sec	32m 0sec
Fire Calls	92	109	122	110
Average Total Time Fire Calls	36m 57sec	30m 12sec	38m 38sec	35m 0sec
Loss Property	million	\$2.3 million	\$3.7 million	\$3 million
SAFE Students Taught	3,871	3,888	3,905	3,900
JFIP Students Counseled	11	0	0	1

**Major Accomplishments for 2019**

- In coordination Health and Human Services, School Department, and Recreation Department, trained and certified over 85 public citizens, and School and Town employees in CPR, AED, Tourniquet, and Narcan training programs.
- Continued to move inspections, fire prevention, hydrant operations (shoveling and testing) and fire pre-plans onto a digital format and integrating the information into the Town's GIS system.
- As part of Fire Prevention Month in October, the AFD hosted an Open House at Fire Headquarters and visited all 8 elementary schools speaking in approximately 144 classrooms about fire safety.
- Continued annual Fire and Life Safety inspections of over 250 commercial properties.
- Inspected over 600 residences to ensure proper smoke/carbon monoxide detector installation.
- Performed Fire and Life safety inspections of 37 High-rise buildings.
- Involved in planning and supporting of Town events including: Town Day, Veterans Day parade, and Memorial Day ceremonies.
- Ongoing training and implementation of new procedures and medications for responses to opioid overdoses and fentanyl usage.
- Researched and ordered new portable radios as part of the Fire and Police effort to update the communication system.

**Performance / Workload Indicators**

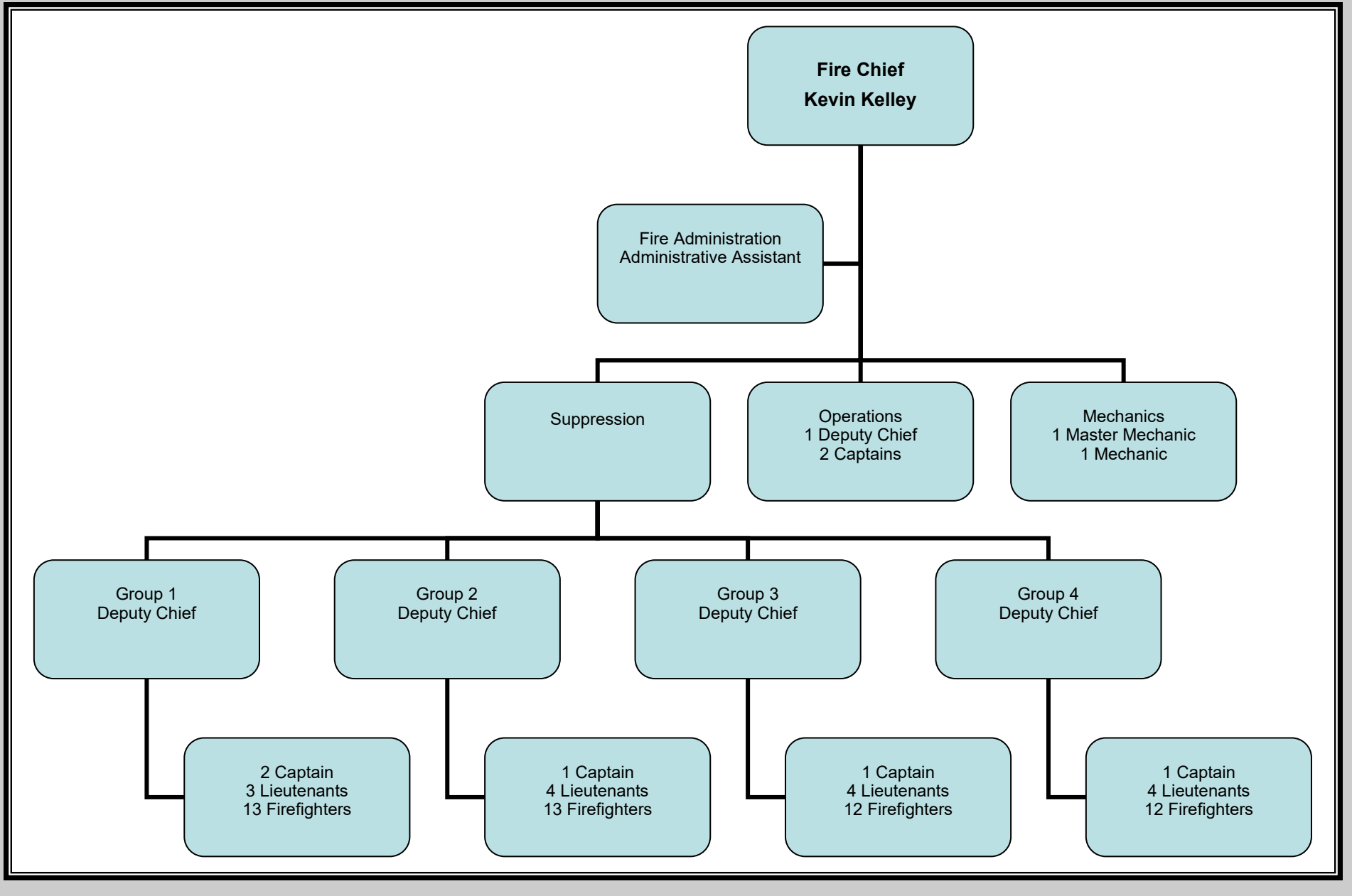
	FY2017 Actual	FY2018 Actual	FY2019 Actual	FY2020 Estimated
<b>Fire Prevention</b>				
Hours of School Fire Drills	30	50	50	50
Hours of Fire Protection Syst. Insp.	776	746	545	700
Hours Strategic/Tactical Ops Plan.	34	34	34	34
Permits Issued	957	903	903	925
Permits Issued Revenue	\$50,250	\$46,750	\$46,995	\$50,000

**Performance / Workload Indicators**

	FY2017 Actual	FY2018 Actual	FY2019 Actual	FY2020 Estimated
<b>Fire Training</b>				
Training Sessions	252	167	202	220
Training Hours	1,260	835	1,010	1,200
Total Attendees	3,453	1,522	1,694	1,800

**PROGRAM COSTS**

	FY2019 Actual	FY2020 Budget	FY2021 Request	FY2021 Town Mtg.
<b>Fire</b>				
Personnel Services	7,166,229	7,450,346	7,545,625	
Expenses	394,535	415,800	420,400	
<b>Total</b>	7,560,764	7,866,146	7,966,025	-





### Program Description

The Inspectional Services Department is responsible for enforcement of the Commonwealth of Massachusetts's Building, Electrical, and Plumbing and Gas Codes, as well as all related regulations, standards, and Town Bylaws. Additionally, the Inspectional Services Department implements strategic projects as assigned by the Town Manager.

### Budget Statement

This is a level services budget.

### Major Accomplishments for 2019

- Received and processed 110 public record requests.
- Inspection and issuance of Certificate of Occupancy for newly renovated Hardy School.
- Inspection and issuance of Certificate of Occupancy for 2 Fremont Court, Life & Skills Center.
- Issued permits for 15 new single-family and 2 new two-family home permits and 15 mixed use units.
- Assisted the ZBA with appeals processes.
- Assisted in zoning recodification and work groups.
- Enforcement of the new "Good Neighbor" agreement per Town bylaws for certain residential construction projects.
- Worked with the Town's Engineering Department with Storm Water management bylaw and the Tree Warden with the Town's tree bylaws.
- Issued Occupancy Permit for Medical Marijuana.

### PROGRAM COSTS

	FY2019 Actual	FY2020 Budget	FY2021 Request	FY2021 Town Mtg.
<b>Inspectional Services</b>				
Personnel Services	490,793	505,042	519,048	
Expenses	11,085	15,200	15,200	
<b>Total</b>	<b>501,878</b>	<b>520,242</b>	<b>534,248</b>	<b>-</b>

### STAFFING

	FY2019 Actual	FY2020 Budget	FY2021 Request	FY2021 Town Mtg.
<b>Inspectional Services</b>				
Managerial	1	1	1	
Clerical	1	1	1.7	
Professional/Technical	4	4	3.6	
<b>Total</b>	<b>6</b>	<b>6</b>	<b>6.3</b>	

### Performance / Workload Indicators

	FY2017 Actual	FY2018 Actual	FY2019 Actual	FY2020 Estimated
<b>Inspectional Services</b>				
Building	2,404	2681	2,645	2,800
Plumbing	849	954	1,104	1,300
Gas	638	708	921	1,100
Wiring	1,210	1,281	1,233	1,250
Revenues	\$ 1,357,309	\$ 1,831,800	\$ 1,850,000	\$ 1,900,000

### FY2021 Objectives

- Receive and process an increasing number of public record requests.
- Assist Zoning Board of Appeals.
- Commence Zoning Bylaw recodification.
- Continue to administer the Vacant Storefront Registry Program with the Planning and Community Development Department.
- Communicate with contractors and homeowners regarding the "Good Neighbor" bylaw requirements.

